

BUFFALO 201



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Friedman et al.

Serial No. : 09/579,370

Filed

: May 26, 2000

For

: VOICE OVER INTERNET CALL CENTER INTEGRATION

Group Art Unit: 2742

September 3, 2002

Hon. Commissioner of Patents and Trademarks Washington, DC 20231

Sir:

INFORMATION DISCLOSURE STATEMENT

Pursuant to 37 CFR § 1.56 and § 1.97(b), applicants wish to call the attention of the Examiner to the references listed below:

U.S. Patent Application Publication Nos. US 2002/0046030; 2002/0046200 and 2002/0046202.

A copy of these references are submitted herewith along with Form PTO-1449.

ORIGINALL SACELY

Consideration of the foregoing is respectfully requested.

Respectfully submitted,

MILDE & HOFFBERG, LLP

By

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Date



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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	09 579 370	Ca CA, VA
Filing Date	5-26-2000	
First Named Inventor	FRIEDMAN	70, 20
Art Unit	2742	Co. VO)
Examiner Name		Soller \
Attorney Docket Number	BUFFALO 201	Center 2600

			U.S. PATE	NT DOCUMENTS	
Examiner Initials		Document Number Number - Kind Code ² (if known	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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	FOREIGN PATENT DOCUMENTS						
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Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-latter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if Excellible restriction is attached. English language Translation is attached.

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